

MAXIMUS

TOTAL LIFE CYCLE COST

Due to the magnitude of this project, it is imperative to the Division to understand the “total life cycle cost” of the your proposal in the context of a complete technology solution for the entire state. To the extent possible, please complete the attached worksheet entitled JTAC “TOTAL LIFE CYCLE COST ESTIMATE.” It should be noted that the template is only intended to be a guide.

LICENSE

Please describe in specific detail the nature of your licensing arrangement for each of your products included in the proposal and any limitations you may place on their use. Specifically, address our ability to access the source code to make modifications. It is the desire of the Division that the judicial and clerk community will be able to access these tools without limitation. We prefer to obtain an enterprise license that is not based on individual users or the number or size of servers.

Maximus -- It is NOT clear from your proposal at what point the Division will start being charged ANY on-going fees. Do these fees start to accrue once the entire project has been completed or after a successful implementation in a particularly county?

MAXIMUS ANSWER:

The obligation to pay support fees will begin with live operations for each court. At the conclusion of the statewide deployment the payment of support fees will be rolled up to provide for one annual payment.

Maximus -- The Division is concerned about your per user licensing model since we expect the number of users to be far greater than 3,000 people. Can you provide us with a price that is not based on a per user model?

MAXIMUS ANSWER:

Our price does reflect a statewide site license that is not limited to number of users, sites, servers or any other objective measure. However, it is limited to the State of Indiana and it's agencies.

In addition our license price includes our commitment to include changes and modifications required by Indiana that are not currently existing in Lake, Tippecanoe, Vanderburgh, or Boone counties and further limited by the functionality requirements set forth by the PNCO.

MODIFICATIONS

Maximus -- It is not clear if the Division can modify the CMS source code. Please explain.

MAXIMUS ANSWER:

MAXIMUS is willing to provide a source code license agreement for the Indiana CourtView CMS application. The State will have unrestricted access to the source code and may in its discretion modify the product as required. To the extent that these modifications do not impair the integrity of the baseline code structure, MAXIMUS will continue the support of the product as modified. Certain additional conditions will need to be agreed upon in order to provide professional services to the Division in a timely and unambiguous manner.

The State of Indiana will, however, may not be able to enjoy access to on going development of other CourtView clients under this arrangement.

Maximus -- If the Division modifies the source code of the product and provides those modifications to Maximus, will Maximus support those modifications?

MAXIMUS ANSWER:

Please see answer to previous question.

Consultant Expense Allowance

Maximus -- It is not clear from your proposal if ANY costs associated with living and travel expenses of your employees/consultants are included in the price of your proposal. Please explain.

MAXIMUS ANSWER:

On page 6-2 of the MAXIMUS response, we have indicated \$750,000 for Travel and Expense Costs.

Content Management System

Maximus -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project a third party Content Management System product to suit the needs of the project, at no additional cost. Once the project is completed, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

MAXIMUS ANSWER:

The VisiFlow solution is the Content Management System. There is an additional cost associated with this application. You will have a perpetual license to continue using this product.

Maximus -- It is our understanding that your proposal does NOT include a comprehensive accounting/financial package. Please confirm.

MAXIMUS ANSWER:

CourtView includes a fully integrated CMS financial module that is deployed and supports required accounting functions in the following Indiana venues: Vanderburgh, Lake, and Tippecanoe.

Web / Internet Portal

Maximus -- It is our understanding that your proposal does NOT include a comprehensive web/Internet Portal. Please confirm.

MAXIMUS ANSWER:

True. MAXIMUS does not intend to participate in offering a hardware, networking, or connectivity solution. However, all of our applications are compatible with a web/Internet portal.

Collaboration Software

Maximus -- It is our understanding that your proposal does NOT include collaboration software. Please confirm.

MAXIMUS ANSWER:

True. MAXIMUS did not include collaboration software.

LDAP Software

Maximus -- It is our understanding that you are prepared to integrate your solution with LDAP Software. Please confirm. It is not clear to us if your solution already includes LDAP functionality.

MAXIMUS ANSWER:

We understand LDAP as a protocol by which network users across various platforms can be maintained. The CourtView product is not platform specific, meaning it can run on a variety of databases and network configurations. However, at this time we are not in the process of integrating CourtView with a specific LDAP Software application.

Listserv Software

Maximus -- It is not clear if integrating Listserv Software is included in the price of your proposal. Please explain.

MAXIMUS ANSWER:

True. MAXIMUS did not include Listserv Software. Our applications are compatible to Listserv software.

E-mail Software

Maximus -- It is not clear if integrating E-mail Software is included in the price of your proposal. Please explain.

MAXIMUS ANSWER:

True. Integrating e-mail software is not included in the price of our proposal.

Network and Systems Management

Maximus -- It is our understanding that your proposal does NOT include any network and systems management software. Please confirm.

MAXIMUS ANSWER:

True. Network management systems software is not included in the MAXIMUS proposal.

Database Performance Monitoring

Maximus -- It is our understanding that your proposal does NOT include any database performance monitoring software. Please confirm.

MAXIMUS ANSWER:

True. Database Performance monitoring software was not included in the MAXIMUS proposal.

Change and Configuration Management

Maximus -- It is our understanding that your proposal does NOT include any change and configuration management software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include any change and configuration management software.

Datamodeling Tools

Maximus -- It is our understanding that your proposal does NOT include any data modeling software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include data modeling software.

Cross Entity Data Transformation

Maximus -- It is our understanding that your proposal does NOT include cross entity data transformation software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include cross entity data transformation software.

Maximus -- It is NOT clear if your proposal includes any report generation software. Please confirm. For example, does your proposal include the cost of licensing for any third party software, i.e., Crystal Reports?

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include the licensing costs for Crystal Reports.

Bi-Directional Integration and Connectivity Tools

Maximus -- It is our understanding that your proposal does NOT include any bi-directional integration and connectivity software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal does not include bi-directional integration and connectivity software.

Maximus -- It is our understanding that your proposal does NOT include real time Bi-Directional connectivity to the ISP, BMV, DOC, FSSA, Proslink, Quest, and Justis databases. To achieve this goal, the Division would have to negotiate further with Maximus.

MAXIMUS ANSWER:

True. At this time our proposal does not include real time bi-directional connectivity to the various justice related databases. MAXIMUS has extensive experience in creating such interfaces and will negotiate further with the Division to create those links.

Assets Management

Maximus -- It is our understanding that your proposal does NOT include any assets management software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include assets management software.

Helpdesk Support

Maximus -- It is our understanding that your proposal does NOT include any helpdesk support software so that the Division can run its own help desk. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include help desk software.

Remote Control Access

Maximus -- It is our understanding that your proposal does NOT include any remote control access software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include any remote control access software.

Anti-virus Software

Maximus -- It is our understanding that your proposal does NOT include any anti-virus software. Please confirm.

MAXIMUS ANSWER:

True. The MAXIMUS proposal did not include any anti-virus software.

Hardware/Tools

Maximus -- Please describe the cost of the required servers to implement your solution.

MAXIMUS ANSWER:

MAXIMUS does not intend to participate in offering a hardware solution. However, per your request, we are providing a hardware configuration in the Cost Summary Analysis.

Conversion of Legacy Data

Maximus -- Your proposal includes an estimated price for data conversion; however, the footnote on page 5 seems to require the Division to provide the data to Maximus in a certain format. Please explain what is included in this price and what will be expected of the Division.

MAXIMUS ANSWER:

You are required to extract in an ASCII file format all of the legacy data that is to be converted. Along with the State we will work together to map the legacy data into CourtView's data fields and perform a series of interim data runs in order to cleanse and correct existing data errors prior to the conversion of the data into live operations.

Best Practices Consulting

Maximus -- Prior to implementing any CMS it is a good idea to review current practices to avoid automating inefficient practices. Does your proposal include this type of consulting?

MAXIMUS ANSWER:

Yes, under the project services costs, the business analysis is to perform best practices consulting.

Project Oversight Review

Maximus -- By any measure, the magnitude of this project is daunting for the Division. Do you think it would be helpful to bring in a third party, such as the Gartner Group, to make sure the project stays on track and that the terms of the contract are followed?

MAXIMUS ANSWER:

MAXIMUS is not in a position to endorse any particular consulting group but is willing to work with any individual or group selected by the Division. We have demonstrated our ability to manage complex projects in over 220 separate instances.

Maximus -- Knowledge transfer is absolutely a must for any successful implementation. What assurances can you provide that items will be documented and knowledge transferred to the Division?

MAXIMUS ANSWER:

MAXIMUS contemplates a long term partnership with the State of Indiana. Toward that end, the absolute transfer of knowledge is not as critical as it might be in a traditional vendor relationship. Knowledge transfer will be an ongoing process through our support desk, development team, analysts, and account executives.

References

Please provide two to three references for the following:

Clients that can discuss your CMS.

Clients that can discuss your experience in large IT rollouts.

Clients that can discuss the specific project managers for this project.

Maximus -- Contact information for all your Indiana projects itemized in your proposal.

MAXIMUS ANSWER:

MAXIMUS supplied all of the reference information to Kurt Snyder on March 22, 2002.

Maximus -- Please describe any and all lawsuits, concerning the products you are proposing, filed against your company within the last 7 years.

MAXIMUS ANSWER:

We have had no lawsuits initiated against us and no threats of litigation concerning any of our products within the last 7 years.

Maximus -- What versions of Microsoft Office is your CMS compatible with?

MAXIMUS ANSWER:

CourtView is backwards compatible to Microsoft Office 97.

Maximus -- It is not clear from your proposal to what extent your system can integrate with third party calendaring systems such as Outlook? Will your CMS integrate with other email systems such as Lotus Notes or Group Wise? Moreover, will it integrate with non-CMS users calendaring systems? For example, could an attorney that uses Outlook but is not on the CMS be sent updates from our calendaring system?

MAXIMUS ANSWER:

MAXIMUS will provide for the integration of standard calendaring systems including Outlook, Lotus, and Group Wise. For attorneys, there are a number of different solutions including web access, public access, and e-mail.

Maximus -- It is not clear from your proposal if the following modules are included in your proposal: case management; judicial management; financial management; accounts receivable; juvenile detention; probation; pretrial services; and prosecutor. If not, please provide us with a price.

MAXIMUS ANSWER:

All of the above listed modules are included with our price including our WebPack and modifications.

Maximus -- Your web Public Query product depicted in your proposal appears to be a fairly canned product. To what extent will the Division be able to modify the data elements presented via the Internet?

MAXIMUS ANSWER:

Our Public Query is not canned and is flexible by table code set up with the same security and access features as CourtView.

Maximus -- How do you handle Lis Pendens?

MAXIMUS ANSWER:

A separate case type is created for Lis Pendens actions. Within this case type the description of the real property at issue is a defined data element which is required to be entered into our application. CourtView then produces a separate Lis Pendens index in which litigants as well as property addresses/descriptions can be listed and queried.

Maximus -- Will the system assign a case to a Court or Judge based on a random but equal (within a certain number of cases) criteria? What about override capability?

MAXIMUS ANSWER:

Yes, CourtView has several different methods to determine judge assignment including random by equal basis. Yes, there is an override capability with proper security.

Maximus -- When parts of the case are confidential such as a social security number, how does your program limit access?

MAXIMUS ANSWER:

CourtView limits access to SSN and other sensitive information through various levels of security.

Maximus -- When necessary to expunge a record or part of it, how does your program allow for this and redacting?

MAXIMUS ANSWER:

CourtView has a case sealing functionality that will allow for a record and associated imaged documents to be eliminated from public query. Should it become necessary that a case is re-opened, only few select users would have the security level to review and open the case.

Maximus -- If files are both imaged and stored on microfilm, how will your program flag the record so that the microfilm can also be redacted.

MAXIMUS ANSWER:

We assume an association between a case/image/microfilm will be linked to the case record within CourtView. Various ticklers and alerts can be attached to the case to identify the user for redaction or other process.

Maximus -- Does your CMS report defaulted bondsmen and forfeitures?

MAXIMUS ANSWER:

Yes.

Maximus -- How do you handle tax warrants, small claims judgments and foreign judgments?

MAXIMUS ANSWER:

CourtView has multiple judgment screens to provide for the management of tax warrants, small claims judgments, and foreign judgments.

Maximus -- Please explain how your debt collection service integrates with your CMS.

MAXIMUS ANSWER:

MAXIMUS does not currently integrate with debt collection services.

Maximus -- How are judgments tracked and reported?

MAXIMUS ANSWER:

Judgments are tracked as they are entered into the appropriate fields. Judgments like any other events tracked in CourtView are available through the CourtView suite of reports or 3rd party reporting tools.

Maximus -- How do you distribute court orders?

MAXIMUS ANSWER:

CourtView allows for court orders to be distributed through the following methods: e-mail, certified mail, regular mail, and personal service.

Maximus -- What are your plans for wireless or PDA access to your system?

MAXIMUS ANSWER:

We currently provide wireless access to warrant query in Franklin County, Ohio. We are in a position to fully support our client's technological initiatives.

Maximus -- Explain your Garnishment recordkeeping, judgment payments, execution, satisfactions, and judgment index.

MAXIMUS ANSWER:

In addition to the judgment entry screens, CourtView has a fully featured Accounts Receivable module that allows for the entering and tracking of garnishment payments and judgment payments. This module also alerts late payments, submits notices for late payments, and contains a series of associated reports to monitor garnishments and judgments.

Maximus -- It appears from your timeline that you anticipate implementing Marion and Allen counties fairly late into the process. Would you be willing to implement those counties sooner rather than later?

MAXIMUS ANSWER:

Yes. We are willing to implement the project in accordance with the Division's directives.

Maximus -- It appears from your timeline that you anticipate implementing Marion and Allen counties fairly late into the process. On pages 3-19 and 3-20 you indicate that you believe that Marion and Allen counties will require modifications to your system. It would seem logical to make these modifications at the start of the implementation rather than towards the end. Please comment.

MAXIMUS ANSWER:

It is our opinion that by preceding with the smaller counties, the Division is able to leverage their investment by automating the majority of the

counties in the shortest period of time. This implementation plan also provides for a real world test of our application and will better define and perhaps limit the number of modifications required for Marion and other counties. However, as stated previously, we are willing to implement the project in accordance with the Division's directives.

Maximus -- While the PNCO focused on electronic notification, please explain how a post card or paper notification would work with your software?

MAXIMUS ANSWER:

CourtView has a fully featured forms generation package that will print post card and/or any type of paper notification. Currently, Lake County, Indiana produces postcard notices through the CourtView forms generation module.

Maximus -- Are addresses and other basic information in a standard required format?

MAXIMUS ANSWER:

Yes. The standard is current three lines of address information, city, state, zip. City and State can automatically populate by entering the zip code.

Maximus -- Are any of the interfaces described in your section 3.5.1.3 real-time or bi-directional?

MAXIMUS ANSWER:

The Kent JNET, Montgomery ADOM, and Franklin County OJIN interfaces are all real time. The NORIS interfaces are both real-time and bi-directional.

Maximus -- What are plans for EFT and electronic payments?

MAXIMUS ANSWER:

The CourtView Web-based payment module is currently being used in a beta site. We have signed agreements with three additional courts and anticipate numerous other courts sign on by the end of 2003. The Web based payment module comes with the WebPak included in the cost of the licensing.

Maximus -- What are your plans for sending notices via email?

MAXIMUS ANSWER:

CourtView has existing functionality that allows sending notices via e-mail. This functionality will be enhanced in up-coming releases.

Maximus -- What is the security on electronic records to prevent modifications?

MAXIMUS ANSWER:

Rights to modify records in the CMS is controlled by security that is established by the courts.

Maximus -- Your response to 1.0.11.6 indicates that the drug treatment and alcohol component is part of the probation module. This may not work for some counties in the state. Would you be willing to modify your system to make this a separate module? If so, at what cost?

MAXIMUS ANSWER:

Yes, we are willing to modify the system to be compliant with the needs of drug and alcohol treatment programs. We anticipate that any expected change can be accomplished with minimal cost.

Maximus -- Due to the size and length it will take to implement this project, it would seem that the Division would get a price break on your consultants. From your proposal, however, appears that the Division would be paying approximately \$300,000 per year for one FTE for project management. Please comment.

MAXIMUS ANSWER:

Our current rate for a project manager is \$1200.00 per day. The Division will only be charged for the work performed by the project manager. We believe that the project manager is a critical resource required for the success of your project.

Maximus -- On page 6-5 you indicate that the license for TrakMan is 40,000 per location. However, it is not clear what is meant by "location." Please provide a cost estimate on what this cost would be for the Division for the entire state.

MAXIMUS ANSWER:

We anticipate this application will be displaced by additional CourtView functionality which is being developed for Lake County, Indiana.

Maximus -- It is not clear if the price quoted on page 6-7 for project management is included in the pricing on 6-2 or if that pricing is in addition to the price. Please comment.

MAXIMUS ANSWER:

The pricing for project management on page 6-7 is only for the Ancillary Services/Project Management piece of the PNCO. The project management cost on 6-2 is for the implementation of the CMS application.